

Format for Remedy E-mail Notifications to Callers/E-mail Contacts

The information shown in bold italics changes based on the information stored in the Remedy ticket.

Example of an E-mail confirming receipt of contact (Receipt Confirmation)

From: Support at NFC [mailto:remedy.mail@usda.gov]
Sent: ***Day, Date, Time***
To: ***Name of person who called or e-mailed the Service Desk***
Subject: ***Incident Remedy ticket number*** receipt confirmation.

Dear ***First and Last Name of person who called or e-mailed the Service Desk,***

We are pleased to inform you that your reported Incident has been added to the Service Desk. Your assigned Reference Number is INCXXXXXXXXXXXX (where XXXXXXXXXXXX is the incident number used for tracking the call or e-mail).

This number should be retained for reference purposes.

Reference No.: ***INCXXXXXXXXXXXX***

Summary: ***the reason why the person called or e-mailed the service desk***

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,
Service Desk

Example of an E-mail stating the issue was resolved by the Service Desk

From: Support at NFC <remedy.mail@usda.gov>
To: ***e-mail address of the person who called or e-mailed the Service Desk***
Date: ***Day, Date, Time***
Subject: Incident ***INCXXXXXXXXXXXX*** reported by you has been resolved. ***reason why the person called or e-mailed the service desk***

Dear ***First and Last Name of person who called or e-mailed the Service Desk,***

We are pleased to inform you that your reported Incident has been resolved.

Reference No.: ***INCXXXXXXXXXXXX***

Summary: *the reason why the person called or e-mailed the Service Desk*

Your reported Incident has been resolved with the following resolution:

how the ticked was resolved

Please do not hesitate to contact the Service Desk should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,
Service Desk